

Electronic Acknowledgement Receipt

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| EFS ID: | 3579836 |
| Application Number: | 10673105 |
| International Application Number: | |
| Confirmation Number: | 2566 |
| Title of Invention: | Contact center resource allocation based on work bidding/auction |
| First Named Inventor/Applicant Name: | Andrew D. Flockhart |
| Customer Number: | 48500 |
| Filer: | Douglas W. Swartz/Debra Kesner |
| Filer Authorized By: | Douglas W. Swartz |
| Attorney Docket Number: | 4366-113 |
| Receipt Date: | 08-JUL-2008 |
| Filing Date: | 26-SEP-2003 |
| Time Stamp: | 12:41:56 |
| Application Type: | Utility under 35 USC 111(a) |

Payment information:

| | |
|------------------------|----|
| Submitted with Payment | no |
|------------------------|----|

File Listing:

| Document Number | Document Description | File Name | File Size(Bytes) /Message Digest | Multi Part /.zip | Pages (if appl.) |
|-----------------|--|------------|--|------------------|------------------|
| 1 | Information Disclosure Statement (IDS) Filed | IDS_08.pdf | 903401 31709fead3b5d1daaf709f972325c8707471d248 | no | 5 |

Warnings:

Information:

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|--------------|---------------|--|--|----|-----|
| 2 | NPL Documents | RABUN_Microsoft_Project_9 8_Part_1_of_8.pdf | 6413382 | no | 100 |
| | | | 06e5c713328d822fd0fd214c21a459b8ec081af6 | | |
| Warnings: | | | | | |
| Information: | | | | | |
| 3 | NPL Documents | RABUN_Microsoft_Project_9 8_Part_2_of_8.pdf | 6188201 | no | 100 |
| | | | 02f4daa1412f44b938ba0dd8682b2307196e2315 | | |
| Warnings: | | | | | |
| Information: | | | | | |
| 4 | NPL Documents | RABUN_Microsoft_Project_9 8_Part_3_of_8.pdf | 7977083 | no | 100 |
| | | | 5d1071f8bc0f43e9d94691594a0e311b1d63e991 | | |
| Warnings: | | | | | |
| Information: | | | | | |
| 5 | NPL Documents | RABUN_Microsoft_Project_9 8_Part_4_of_8.pdf | 9184257 | no | 100 |
| | | | 6db30c5a62fc458a975fc2409ae18bdf500e3270 | | |
| Warnings: | | | | | |
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| 6 | NPL Documents | RABUN_Microsoft_Project_9 8_Part_5_of_8.pdf | 8374785 | no | 100 |
| | | | 915494d515f933a243c4b96d71ec3d9170ac7df5 | | |
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| 7 | NPL Documents | RABUN_Microsoft_Project_9 8_Part_6_of_8.pdf | 7852140 | no | 100 |
| | | | e23ebd98de7b43c81f4f85c9170312e6c5c6fbf5 | | |
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| Information: | | | | | |
| 8 | NPL Documents | RABUN_Microsoft_Project_9 8_Part_7_of_8.pdf | 7618959 | no | 100 |
| | | | a22a2ad0ea452bd88bfa3239977c62a316a95de9 | | |
| Warnings: | | | | | |
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| 9 | NPL Documents | RABUN_Microsoft_Project_9 8_Part_8_of_8.pdf | 13236140 | no | 179 |
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| Information: | | | | | |
| 10 | NPL Documents | Microsoft_Project_2000_Trai ning_Manual_Part_1_of_3.p df | 7514197 | no | 150 |
| | | | dabe507ef87e0ec0c3e87258f182cd81c99b6099 | | |
| Warnings: | | | | | |
| Information: | | | | | |

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|---|---------------|--|---|----|-----|
| 11 | NPL Documents | Microsoft_Project_2000_Training_Manual_Part_2_of_3.pdf | 7749647 e1b56385f5628044063ccaf790284597b1181 | no | 150 |
| Warnings: | | | | | |
| Information: | | | | | |
| 12 | NPL Documents | Microsoft_Project_2000_Training_Manual_Part_3_of_3.pdf | 7833716 694045a501e7cc9bdc38c2682a7cd48e901ea2b2 | no | 131 |
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| Information: | | | | | |
| Total Files Size (in bytes): | | | 90845908 | | |
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